

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Community Services Officer	Job Family: V
General Classification: Front-Line	Job Grade: 8

Definition: To perform and assist with less hazardous law enforcement and police support duties.

Distinguishing Characteristics: This class is distinguished from the next highest level, Police Officer, in that the Community Services Officer is nonsworn, does not carry weapons and performs support functions. Community Services Officers are assigned to a patrol team in the Field Services Division.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Receive, record, and investigate citizens' complaints and self-initiated, observed violations.
2. Issue warning notices or letters to violators of misdemeanor codes to effect compliance.
3. Investigate possible abandoned vehicles and effect removal if necessary.
4. Maintain accurate records of activities and take reports on abandoned vehicles, City ordinances and related miscellaneous problems.
5. Refer applicable cases to the City Attorney or District Attorney for complaints and appears in court as required.
6. Represent the Department at community or individual meetings with crime prevention information, education, and suggestions for reducing crime.
7. Maintain up-to-date crime prevention techniques.
8. Maintain an active liaison with homeowner groups, apartment and condominium associations, and local businesses.
9. Take reports involving nonhazardous situations such as burglary, missing persons, petty theft, lost and found property, public accidents, City ordinance violations, and other miscellaneous criminal reports.

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10. Perform traffic and crowd control at accident scenes, fire scenes, and traffic light malfunctions.
11. Assist in transportation details, including automobile maintenance functions.
12. Act as relief on phones or in Records Section.
13. Assist with presentations at schools and citizens meetings.

Auto Maintenance

14. Perform simple maintenance and repair to Police patrol units.
15. Transport units to and from City's Auto Maintenance Shop or private vendors.
16. Inspect safety conditions of vehicles.

NOTE: Not all duties listed are necessarily performed by each individual in the classification.

Minimum Qualifications:

Knowledge of: Operating procedures of modern police department; laws, regulations, and civil and criminal statutes of the City, State, and appropriate Federal agencies; provisions of the California Vehicle Code applicable to municipal traffic and vehicle control; crime prevention hardware/materials and basic security devices.

Ability to: Establish and maintain good community relations both on an individual and group basis; prepare neat and accurate reports; follow prescribed procedures quickly and accurately, using sound judgment in crisis situations; learn and apply Police procedures, policies and applicable laws; follow written and oral direction; operate two-way radio equipment; deal effectively with victims of crime.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Equivalent to a high school degree and one year of office or public contact work experience.

Required Licenses or Certificates: Valid California driver's license.

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Working Conditions: The position requires outdoor work with light physical hazards. Community Services Officers may also be required to work varying shifts (including nights, weekends and holidays).

Established February 1980

Revised May 29, 1998

CLASS SPECS

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